

# Elle Grooms

## Terms and Conditions - Pet Business

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### 1. Introduction & Acceptance

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Please read these Terms and Conditions ("Terms") carefully before using any services provided by Elle Grooms ("Elle Grooms", "us", "we", or "our"). These Terms govern the relationship between Elle Grooms and every person who books, uses, or benefits from our services ("Client", "you", or "your"), including any person who drops off, collects, or presents a pet on your behalf.

By booking an appointment, making a payment, signing a waiver, dropping off your pet, or otherwise using any of our services, you confirm that you have read, understood, and agree to be bound by these Terms in their entirety. If you do not agree to any part of these Terms, you must not use our services.

These Terms apply to all services provided by Elle Grooms, whether delivered at our premises, at your home, at a mobile location, or at any other venue. They are designed to ensure a safe, professional, and positive experience for all clients, their pets, and our staff. We reserve the right to refuse service to anyone who does not comply with these Terms.

These Terms, together with any signed waivers, booking confirmations, and service-specific agreements, constitute the entire agreement between you and Elle Grooms. Any prior verbal or written representations not included in these documents are superseded.

### 2. Services Offered

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Elle Grooms offers professional pet care services to clients within our service area. The following services may be available (collectively, the "Services"):

- Bathing
- Trimming / Clipping
- Nail Clipping
- Deshedding Treatments
- Breed-Specific Styling

Additional services: Behavioural considerations, desentising, skin and coat care, puppy services.

All services are subject to availability and may vary based on your pet's individual needs, breed, size, age, coat condition, temperament, and health status. Elle Grooms will assess your pet before and during each visit and may adjust the service scope accordingly. Not all services are suitable for all pets, and Elle Grooms reserves the right to recommend an alternative service where appropriate.

Elle Grooms reserves the right to modify, suspend, or discontinue any service at any time without prior notice. Current service descriptions, availability, and pricing are available on our website or upon request. The inclusion of any service in these Terms does not guarantee its ongoing availability.

Service duration is an estimate only and may vary depending on your pet's breed, size, coat condition, behaviour, and the specific services requested. Elle Grooms will not rush a service to meet a time estimate where doing so could compromise the quality or safety of the service.

### 3. Eligibility & Health

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#### Eligibility

By using our services, you confirm that you are at least 18 years of age and are the legal owner or authorised carer of the pet(s) presented for service. You warrant that you have the authority to agree to these Terms on behalf of all members of your household who may present the pet(s) for service. You confirm that your pet is free from any legal restrictions, liens, or court orders that would prevent Elle Grooms from providing services.

#### General Health Requirements

All pets must be in good general health and free from contagious diseases, infections, and external and internal parasites at the time of each visit. You must advise Elle Grooms of any condition, injury, illness, recent surgery, behavioural change, or special needs affecting your pet before each appointment. Pets that are recovering from surgery should not attend until they have been cleared by a veterinarian.

#### Parasite Prevention

All pets must be treated for fleas (ideally monthly), ticks (as recommended for your area), and intestinal worms prior to each visit. Pets found to have fleas, ticks, or other parasites upon arrival will be isolated from other animals, and the owner will be contacted for immediate collection at our discretion. Elle Grooms is not responsible to and will not provide any medication or parasite prevention, but if able, will use shampoo and conditioner that discourages insects. Elle Grooms is not liable for parasite transmission between animals despite reasonable precautions.

#### Health Disclosure & Medications

You must disclose all known medical conditions, allergies, sensitivities, skin conditions, current medications, dietary requirements, and recent surgeries or veterinary procedures that may affect the service or your pet's wellbeing. This disclosure must be made before the first appointment and updated whenever your pet's health status changes.

If your pet requires medication during their visit, this is at the responsibility of the caretaker. Elle Grooms would like to be made aware of the medication name and dose, and is not liable or responsible for any complications due to medication. Any medication must be at the advice of a veterinarian, and the advice must be followed.

#### Right to Refuse

Elle Grooms reserves the right to refuse service to any pet that appears unwell, shows signs of a contagious condition (including but not limited to kennel cough, ringworm, canine parvovirus, or fungal infections), is infested with parasites, has an open wound or anal gland issue, or whose condition poses a risk to other animals, clients, or staff. Your pet will be isolated and you will be contacted for immediate collection. Aggression known to the owner must be disclosed prior to the appointment. This can be included in appointment notes, or via text to the business number. The full service fee may still apply where the refusal is due to non-compliance with these health or behavioural requirements.

### 4. Booking & Scheduling

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#### Booking Methods

Appointments may be booked via the following methods:

- Online booking via our website or booking platform
- In person at our premises at pick up of an existing appointment

All appointments must be booked in advance. A booking is not confirmed until you receive electronic confirmation from Elle Grooms. Verbal requests or enquiries do not constitute a confirmed booking.

### **Booking Confirmation & Account**

A valid payment method is required to confirm your booking. By making a booking, you agree that all information provided is accurate and complete. You are responsible for keeping your account details, contact information, and emergency contacts up to date. Elle Grooms is not liable for missed communications due to outdated contact information.

### **Drop-off & Collection**

Pets must be dropped off and collected at the agreed times. You must ensure your pet is on a lead or in an appropriate carrier when entering and leaving our premises. Pets will only be released to the registered owner or to persons listed as authorised contacts on your account. If someone other than the registered owner is collecting your pet, you must advise Elle Grooms in advance and provide the person's name and contact details.

### **Business-Initiated Changes**

Elle Grooms reserves the right to cancel, reschedule, or modify any booking due to illness, emergency, staffing, weather conditions, or circumstances beyond our control. Where we cancel or reschedule, we will notify you as soon as practicable and offer an alternative booking at no additional cost. Elle Grooms is not liable for any consequential loss arising from a cancelled or rescheduled booking.

## **5. Cancellation & Rescheduling Policy**

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### **Cancellation Notice**

Cancellations and rescheduling requests must be made at least 72 hours before the scheduled appointment time to avoid associated late cancellation fees. You may cancel or reschedule via your online account, or by phone. Cancellations made within the required notice period will not incur any fee.

### **Late Cancellation Fee**

If an appointment is cancelled or rescheduled with less than 72 hours' notice before the scheduled appointment time, the client is liable for a cancellation fee of 75% of the value of the booked service, including any associated booking fees and charges. Appointments cancelled with less than 24hrs notice are liable for 100% of the booking cost. This fee compensates Elle Grooms for the reserved time slot that could have been offered to another client and for costs incurred in preparation for your appointment, including staffing.

### **No-Shows**

Clients who do not attend their booked appointment without providing adequate notice may be charged a no-show fee at Elle Grooms's discretion. Repeated no-shows may result in restricted booking privileges or the requirement to pre-pay for future appointments.

### **Fee Waiver & Business Cancellations**

Elle Grooms may waive cancellation or no-show fees at its sole discretion and on a case-by-case basis. Any such waiver does not constitute a waiver of future fees or a modification of this policy.

If Elle Grooms needs to cancel or reschedule your appointment due to illness, emergency, staffing, weather, or circumstances beyond our control, we will notify you as soon as possible and offer an alternative booking at no extra cost. No cancellation fee will apply to business-initiated cancellations.

## 6. Late Arrivals & Collections

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We understand that unforeseen circumstances may cause delays. A grace period of 15 minutes applies for late arrivals. If you are running late, please contact Elle Grooms as soon as possible so we can assess whether your appointment can still be accommodated.

If you arrive more than 15 minutes after your scheduled appointment time, Elle Grooms reserves the right to reschedule, shorten, or cancel the appointment at its discretion. The full service fee or cancellation fee may still apply.

Late arrivals affect our schedule and the experience of other clients and their pets. Consistent punctuality helps us provide the best possible service for everyone. We appreciate your understanding and cooperation.

Clients are provided with a pick-up/collection time at drop-off. Please arrive on time and ring the doorbell. A 15 minute grace period applies. After 15 minutes: \$20 will be charged for every 15 minutes (or part thereof). This is applicable per dog if a standard size or larger, as we only have one large dog pen.

If we cannot reach you, we will contact your emergency contact.

## 7. Payment Terms

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### Payment Timing

Unless otherwise agreed, payment is due on completion of the service (at collection). Payment must be made in full before your pet is released from our care (where applicable). Outstanding invoices or balances must be settled before any future bookings can be confirmed.

### Accepted Payment Methods

We accept the following payment methods:

- Credit / Debit Card
- EFTPOS
- Cash
- Bank Transfer
- Mobile Payment (Apple Pay, Google Pay)

### Payment Processing

Elle Grooms uses Stripe, a PCI-compliant payment processor, to process electronic payments. By making a payment, you agree to Stripe's terms of service ([stripe.com/au/legal](https://stripe.com/au/legal)) and privacy policy ([stripe.com/privacy](https://stripe.com/privacy)). Your payment card details are transmitted directly to Stripe and are not stored by Elle Grooms.

### Packages & Prepaid Credits

Where Elle Grooms offers prepaid packages or service credits, these are non-transferable, cannot be exchanged for cash, and must be used within the validity period stated at the time of purchase (or 12 months from purchase if no period is stated). Unused credits expire at the end of the validity period and are non-refundable. Packages may be placed on hold for a maximum of 30 days with prior written notice for medical or travel reasons. Package pricing is based on current rates at the time of purchase and is not affected by subsequent price increases during the validity period.

### Non-Payment & Outstanding Balances

Elle Grooms reserves the right to refuse future services and withhold pets from collection until all outstanding balances are paid in full. Pets will not be released from our care until all charges for the current and any prior visits have been settled. Unpaid balances that remain outstanding for more than 14 days will incur a reminder notice. Balances outstanding for 60 days or more may be referred to a collection agency, and you will be liable for all associated recovery costs, including legal fees and collection charges, in addition to the original debt. Elle Grooms reserves the right to charge interest on overdue amounts at the rate of 2% per month.

## 8. Matted Coats & Coat Condition

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It is the owner's responsibility to maintain their pet's coat between grooming appointments through regular brushing and combing. Severely matted coats can cause significant discomfort and health issues for your pet, including restricted blood flow and circulation, skin irritation and sores, bruising and haematomas beneath mats, concealed parasites and infections, pain from pulling on the skin, and restricted movement. Dematting is a delicate and time-consuming process that carries inherent risks. Elle Grooms prioritises the welfare and comfort of your pet above all other considerations when dealing with matted coats.

### Additional Dematting Charges

Matted coats require significantly more time, care, specialised equipment, and expertise to address safely. Elle Grooms will accept matted pets; however, an additional dematting or matting removal surcharge will apply based on the severity and extent of the matting. We will attempt to contact you to advise of the additional charge before proceeding. If you are unreachable and we proceed in the interest of your pet's welfare, the additional charge will be applied automatically and added to your final invoice.

### Dematting Risks

Dematting and close clipping carry inherent risks because the groomer must work close to the skin surface, often through tangles that obscure the skin beneath. These risks include but are not limited to:

- Minor nicks, cuts, or abrasions
- Skin irritation, redness, or razor burn
- Discovery of hidden skin conditions, sores, hot spots, or wounds concealed beneath mats
- Risk of haematomas (blood blisters) caused by sudden release of blood flow to areas previously compressed by mats
- Temporary behavioural changes including scratching, shaking, or sensitivity
- Uneven or shorter-than-expected coat length

By proceeding with a dematting or close-clipping service, you acknowledge and accept these risks. Elle Grooms will take all reasonable care but cannot guarantee a mat-free result without some risk. If underlying conditions are discovered during the dematting process, veterinary care may be recommended and the service may be paused or stopped in the interest of your pet's welfare.

## 9. Service Risks & Safety

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### Inherent Risks

While Elle Grooms takes every reasonable precaution and employs trained, experienced staff, all professional pet services carry inherent risks that cannot be entirely eliminated. By using our services, you acknowledge and accept that the following may occur during normal service delivery:

- Minor nicks, cuts, scratches, or abrasions, particularly around sensitive areas
- Skin irritation, redness, or allergic reactions to grooming products, shampoos, or cleaning agents
- Stress, anxiety, or behavioural reactions in unfamiliar environments or during handling

- Minor bleeding from nail clipping, particularly if the quick is close to the nail surface
- Discovery of pre-existing conditions such as lumps, cysts, skin infections, ear infections, dental issues, or parasites
- Minor injuries sustained during normal play, exercise, or interaction with other animals (where applicable)
- Temporary changes in behaviour, appetite, or energy levels following service

### **Pre-existing Conditions**

Elle Grooms will notify you of any pre-existing conditions discovered during a service session but is not liable for conditions that existed prior to the appointment. Our staff are not veterinarians and cannot diagnose medical conditions. If we observe something of concern, we will advise you to seek veterinary attention, but the decision to do so is yours. Elle Grooms is not responsible for the progression or worsening of any pre-existing condition, whether known or unknown to the owner.

### **Client Preparation**

To minimise risks and ensure the best possible experience, we ask that you ensure your pet is calm, has been exercised (where appropriate), and has had a chance to relieve themselves before arriving. If your pet has known anxiety triggers, sensitivities to specific products, or requires special handling, please inform Elle Grooms before the appointment so we can take appropriate measures. Puppies and senior pets may require additional care and shorter service sessions.

## **10. Behaviour & Aggression Policy**

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### **Disclosure Requirements**

You must inform Elle Grooms of any known behavioural issues before your first appointment and whenever your pet's behaviour changes. This includes but is not limited to: aggression towards people or other animals, anxiety or fear-based behaviours, reactivity to specific stimuli (e.g. clippers, water, loud noises), biting or snapping history, resource guarding, escape behaviour, and whether your pet has previously been refused service by another provider. Failure to disclose known behavioural issues may result in immediate termination of service and liability for any resulting injury, damage, or cost.

### **Right to Refuse or Discontinue Service**

If a pet displays signs of aggression or distress, Elle Grooms may offer the use of a muzzle or other safe, humane restraint to allow the service to be completed safely. Elle Grooms uses safe, humane, and positive handling methods, which may include verbal commands, gentle redirection, calm-down breaks, and supervised time-out spaces. If aggression continues or escalates despite these measures, the session will be discontinued immediately and you will be contacted to collect your pet.

### **Termination Fee**

If a service session is terminated due to aggressive or dangerous behaviour, a fee may be charged for the time spent, products used, and services rendered up to the point of termination. This fee will be communicated to you at the time of collection.

### **Bite Incidents & Owner Liability**

If your pet bites or injures any person (including staff, other clients, or members of the public) or any other animal while in our care or on our premises, Elle Grooms is required to report the incident to local council and relevant authorities as required by applicable legislation. You, as the pet owner, are fully responsible for all medical costs, veterinary costs, lost wages, property damage, and any other expenses arising from an incident caused by your pet. This is at the discretion of Elle Grooms and may or may not be applicable if booked appropriately.

## Entry & Exit Requirements

All pets must be on a lead, harness, or in a secure carrier when entering and leaving our premises or being presented for service. Pets must not be allowed to approach other animals or people without the staff member's express permission. You are responsible for controlling your pet at all times while on our premises. Elle Grooms may refuse entry to any pet that is not adequately restrained.

## 11. Emergency Medical Care

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### Emergency Protocol

In the event that your pet is injured, becomes ill, or experiences a medical emergency while in our care, Elle Grooms will follow this protocol:

- Administer appropriate first aid to stabilise the situation
- Attempt to contact you immediately using the phone numbers on file
- If you are unreachable, attempt to contact your designated emergency contact
- If neither you nor your emergency contact can be reached and the situation is urgent, transport your pet to the nearest veterinary clinic or our nominated veterinary practice for treatment

### Authorisation & Costs

By using our services, you authorise Elle Grooms to seek emergency veterinary care for your pet if, in our reasonable judgement, such care is necessary and you or your emergency contact cannot be reached in a timely manner. You agree to pay all veterinary and transport costs directly to the veterinary clinic and will not hold Elle Grooms liable for any resulting expenses, treatment decisions made by the veterinary clinic, or outcomes of veterinary care.

### First Aid

Elle Grooms staff are trained to administer basic first aid for minor injuries (e.g. small cuts, nail bleeding, minor scratches). For anything beyond basic first aid, professional veterinary care will be sought. Elle Grooms will document any incident and provide you with a written summary.

### Emergency Contact & Pet Insurance

You must provide at least two current contact numbers (your own and an emergency contact) and keep them updated at all times. Failure to provide reachable contact information may delay treatment in an emergency. Elle Grooms strongly recommends maintaining current pet insurance with emergency cover to protect against unexpected veterinary costs. Elle Grooms is not responsible for any costs arising from your lack of insurance coverage.

## 12. Limitation of Liability & Indemnity

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### Limitation of Liability

To the maximum extent permitted by law (including the Australian Consumer Law under Schedule 2 of the Competition and Consumer Act 2010 (Cth)), Elle Grooms, its owners, directors, employees, agents, and contractors shall not be liable for any:

- Indirect, incidental, special, consequential, or punitive damages of any kind
- Loss of profits, revenue, data, goodwill, or anticipated savings
- Injury, illness, or death of any pet, except where directly caused by the proven gross negligence or deliberate misconduct of Elle Grooms

- Loss of or damage to personal property (including collars, leads, carriers, clothing, or accessories) brought onto our premises or left in our care
- Pre-existing health conditions, whether known or unknown, discovered or exacerbated during a service
- Behavioural changes, stress reactions, or emotional responses of any pet
- Any loss or damage caused by your pet to third parties, other animals, or property

### **Release & Hold Harmless**

By using our services, you release and hold harmless Elle Grooms, its owners, directors, employees, agents, and contractors from and against any and all claims, demands, actions, damages, losses, costs, expenses (including legal fees), and liabilities of any kind arising from or connected with the provision of our services, your pet's behaviour, your breach of these Terms, or your use of our premises, except where such claim arises from the proven gross negligence or deliberate misconduct of Elle Grooms.

### **Indemnification**

You agree to indemnify, defend, and hold harmless Elle Grooms from and against any and all third-party claims, damages, costs, and expenses (including reasonable legal fees) arising from: (a) your pet's behaviour, including any injury caused to staff, other animals, or property; (b) your breach of any provision of these Terms; (c) any inaccurate, incomplete, or misleading information you have provided; or (d) your failure to comply with any applicable law or regulation.

### **Insurance**

Elle Grooms maintains appropriate business insurance, including public liability insurance and professional indemnity insurance. Details of our insurance coverage are available upon written request. This insurance does not extend to cover losses suffered by clients or their pets except where Elle Grooms is found to be at fault.

### **Consumer Guarantees**

Nothing in these Terms is intended to exclude, restrict, or modify any consumer guarantee or right that applies under the Australian Consumer Law or any other applicable law that cannot be excluded, restricted, or modified by agreement. To the extent that Elle Grooms's liability cannot be excluded, it is limited (at Elle Grooms's option) to re-supplying the service or paying the cost of having the service re-supplied.

## **13. Owner Responsibility**

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### **Pet Behaviour & Damage**

You are responsible for your pet's behaviour at all times, both on and off Elle Grooms's premises. This responsibility extends to any injury your pet causes to our staff, other clients, other animals, or visitors, and any damage your pet causes to our premises, equipment, vehicles, furnishings, or any third-party property. You agree to compensate Elle Grooms for the full cost of repair or replacement of any property damaged by your pet, and for any medical or veterinary costs arising from injuries caused by your pet.

### **Accurate Information**

You are responsible for providing accurate, complete, and up-to-date information about your pet's health, vaccination status, medical conditions, medications, dietary requirements, behavioural history, and any other relevant details. You must notify Elle Grooms promptly of any changes to this information. Elle Grooms relies on the accuracy of the information you provide and accepts no liability for any adverse outcomes resulting from inaccurate, incomplete, or misleading information.

### **Abandonment**

If your pet remains uncollected for more than 7 days after the scheduled collection date without contact or communication, and Elle Grooms has made reasonable efforts to contact you and your emergency contact, Elle Grooms reserves the right to make alternative care arrangements for the pet, including but not limited to placement with a rescue organisation or animal welfare agency. All costs associated with extended care, boarding, veterinary treatment, rehoming, and any administrative costs will be the responsibility of the registered owner and will be pursued as a debt.

## 14. Photography & Media

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By using our services, you grant Elle Grooms a non-exclusive, royalty-free, perpetual licence to use photographs, videos, and recordings of your pet taken during or in connection with our services for the following purposes:

- Social media channels (including but not limited to Instagram, Facebook, TikTok, and YouTube)
- Our website, blog, and online profiles
- Professional portfolio, including before-and-after comparisons and showcase galleries

All photographs, videos, and recordings taken by Elle Grooms or our staff remain the intellectual property of Elle Grooms. No compensation or royalty is payable for the use of these images. Your pet's name will not be associated with any image unless you provide express consent.

### Opting Out

If you do not wish for your pet to be photographed or featured in any of our materials, please notify Elle Grooms in writing prior to the appointment. We respect your preference and will ensure your pet is excluded from any photography or media activities.

## 15. Changes to Terms & Conditions

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Elle Grooms reserves the right to update, amend, modify, or replace these Terms and Conditions at any time, at our sole discretion. Changes may be made to reflect changes in our services, pricing, policies, legal requirements, industry standards, or for any other reason we deem appropriate.

Changes will take effect from the date they are published on our website or otherwise communicated to clients. The most current version of these Terms will always be available on our website and a printed copy is available upon request at our premises.

Your continued use of our services after changes have been published or communicated constitutes your acceptance of the updated Terms and Conditions. If you do not agree with any changes, you must discontinue use of our services and notify Elle Grooms in writing. It is your responsibility to review these Terms periodically.

### Rate Reviews

Service pricing is reviewed periodically (typically annually) and may be adjusted to reflect changes in operating costs, market conditions, and service improvements. Price changes will be communicated in advance where practicable and will apply to bookings made after the effective date of the change.

## 18. Governing Law & General Provisions

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### Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of Victoria, Australia, and the Commonwealth of Australia. Any disputes arising from or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Victoria and any courts entitled to hear appeals therefrom.

## Severability

If any provision of these Terms is found by a court of competent jurisdiction to be invalid, unlawful, or unenforceable for any reason, that provision shall be severed from these Terms and the remaining provisions shall continue in full force and effect. The invalid provision shall be replaced with a valid provision that most closely reflects the original intent.

## Entire Agreement

These Terms and Conditions, together with any signed waivers, booking confirmations, and service-specific agreements, constitute the entire agreement between you and Elle Grooms and supersede all prior negotiations, representations, warranties, understandings, or agreements (whether written or verbal) relating to the subject matter of these Terms.

## Waiver

No failure or delay by Elle Grooms in exercising any right, power, or remedy under these Terms shall operate as a waiver of that right, power, or remedy. A waiver of any particular breach or default does not constitute a waiver of any subsequent or other breach or default.

## Force Majeure

Elle Grooms shall not be liable for any failure or delay in performing our obligations under these Terms where such failure or delay results from circumstances beyond our reasonable control, including but not limited to natural disasters, severe weather events, pandemic, government restrictions, power outages, equipment failure, staff illness, or any other event of force majeure.

## Contact Us

For any questions, concerns, complaints, or feedback regarding these Terms and Conditions or our services, please contact Elle Grooms:

- Email: [elle.grooms.pets@gmail.com](mailto:elle.grooms.pets@gmail.com)
- Phone: +61478603396
- ABN: 36101283957

**By booking an appointment, making a payment, signing a waiver, dropping off your pet, or otherwise using any services provided by Elle Grooms, you confirm that you have read, understood, and agree to these Terms and Conditions in their entirety.**

## 16. Intellectual Property

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All content on our website, social media channels, booking platforms, and marketing materials, including but not limited to text, graphics, logos, icons, images, photographs, videos, software, and the overall design and arrangement thereof, is the property of Elle Grooms or its licensors and is protected by Australian and international intellectual property laws, including the Copyright Act 1968 (Cth) and the Trade Marks Act 1995 (Cth).

You may not reproduce, copy, distribute, modify, create derivative works from, publicly display, republish, download, store, or transmit any content from our website or materials without our prior written consent, except for your own personal, non-commercial use (such as printing a copy of your booking confirmation or these Terms for your records).

The Elle Grooms name, logo, and all related marks, slogans, and service names are trademarks of Elle Grooms. You may not use any of these marks without our prior written permission. Unauthorised use may constitute a violation of trademark and other applicable laws.

## 17. Privacy & Data Collection

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Elle Grooms collects, uses, and stores personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth). We collect personal information solely for the purposes of providing our services, managing bookings, processing payments, communicating with clients, fulfilling our legal obligations, and improving our services.

The types of personal information we may collect include your name, address, phone number, email address, payment details (processed and stored by Stripe, not by Elle Grooms), pet details (name, breed, age, health information, vaccination records), and booking history. We may also collect information about your interactions with our website and booking platform for the purpose of improving our services.

Your personal information will not be sold, rented, or shared with third parties without your consent, except as necessary to: (a) process payments (via Stripe); (b) manage bookings (via our booking platform); (c) comply with legal requirements; (d) protect the safety of any person or animal; or (e) enforce these Terms. We take reasonable steps to protect your personal information from loss, misuse, unauthorised access, disclosure, or alteration.

You have the right to access, correct, or request deletion of your personal information at any time by contacting Elle Grooms directly. For full details of our data handling practices, please refer to our Privacy Policy, available on our website or upon request.